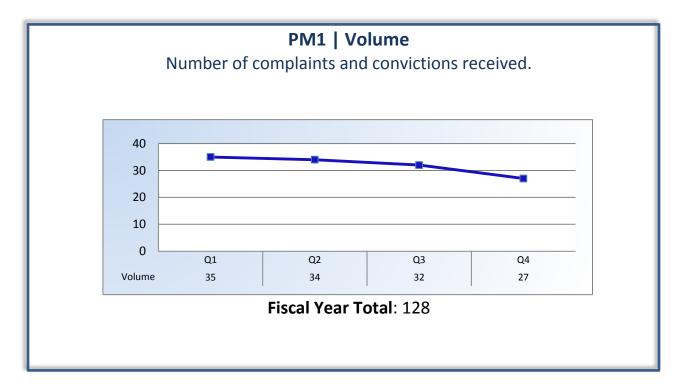
## Department of Consumer Affairs Speech-Language Pathology and Audiology and Hearing Aid Dispensers Board

## **Performance Measures**

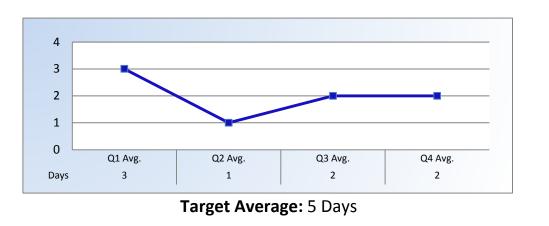
## Annual Report (2013 – 2014 Fiscal Year)

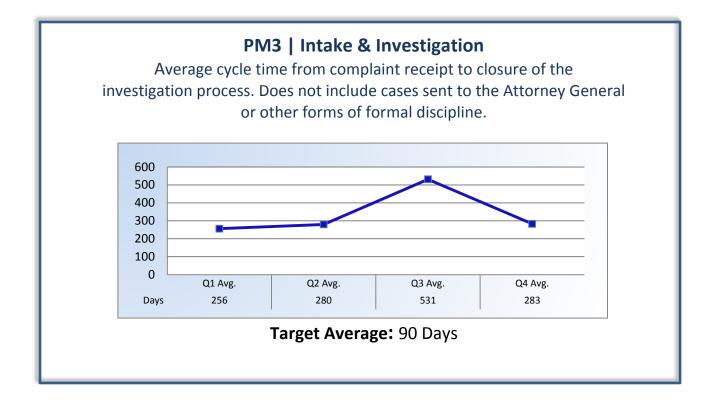
To ensure stakeholders can review the Board's progress toward meeting its enforcement goals and targets, we have developed a transparent system of performance measurement. These measures will be posted publicly on a quarterly and annual basis.



PM2 | Intake

Average cycle time from complaint receipt, to the date the complaint was assigned to an investigator.







Average number of days to complete the entire enforcement process for cases resulting in formal discipline. (Includes intake and investigation by the Board and prosecution by the AG).



